

February 29, 2008

Via Electronic Comment Filing System

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

**Re: DelTel, Inc.
CPNI Compliance Certification
EB Docket No. 06-36**

Dear Ms. Dortch:

On behalf of DelTel, Inc. and pursuant to 47 C.F.R. § 64.2009(e), enclosed is the company's 2007 CPNI Certification.

Very truly yours,



Robert G. Huff

Enclosure

cc: Enforcement Bureau Telecommunications Consumers Division (2 copies)
Best Copy and Printing, Inc. (via e-mail)

Annual 47 C.F.R. § 64.2009(e) CPNI Certification

EB DOCKET 06-36

Annual 64.2009(e) CPNI Certification for 2007

Date filed: February 26, 2008

Name of company covered by this certification: DelTel, Inc.

Form 499 Filer ID: 823484

Name of signatory: Kirk E. Waldfogel

Title of signatory: President and CEO

I, Kirk E. Waldfogel, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See 47 C.F.R. § 64.2001 et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.

The company has not taken any actions against data brokers in the past year nor have any pretexters attempted to access CPNI.

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.

SIGNED 

**KIRK E. WALDFOGEL
PRESIDENT AND CEO**

STATEMENT OF CPNI COMPLIANCE PROCEDURES

DelTel, Inc. ("DelTel") is certificated reseller of long distance services and provides an extensive call management system to its users. DelTel has a policy of providing regular written CPNI notices to all customers and obtains approval from all customers to use CPNI for marketing purposes. DelTel also provides existing customers with the ability to change or rescind their consent to the company's use of their CPNI at any time. DelTel's CPNI notices explain the customers' CPNI rights in accordance with the FCC's CPNI Rules, including their right to restrict the use and disclosure of, and access to their CPNI. These notices also provide information on how customers can choose to not receive marketing from DelTel that is based upon DelTel's use of their CPNI. From time to time, DelTel may use CPNI to market communications-related services outside of those services to which a customer already subscribes but only where the customer has granted approval pursuant to instructions in the CPNI notices. DelTel maintains records of customer approval and the delivery of its CPNI notices for at least one year.

DelTel has implemented a system by which the status of a customer's CPNI approval can be clearly established prior to the use or disclosure of that customer's CPNI. Specifically, DelTel maintains a database for tracking CPNI restricted accounts. Unless, as discussed below, a one-time approval of CPNI is obtained, DelTel representatives who market using CPNI, review this database and refrain from marketing to customers with a CPNI restricted account.

In accordance with the CPNI rules, upon obtaining a customer's oral authorization, customer service representatives of DelTel may access a customer's CPNI during the course of an inbound or outbound telephone conversation, solely for the duration of that conversation. Each such DelTel representative must provide the disclosures required by 64.2008(c) of the CPNI rules including informing customers of their right to deny access to the CPNI before requesting this one-time consent.

DelTel may, as permitted by the CPNI rules, use CPNI without customer approval (1) to bill and collect for services rendered; (2) to protect the rights or property of DelTel, other users or other carriers from unlawful use; (3) to provide customer premises equipment and protocol conversion; (4) to provision inside wiring, maintenance and repair services; and (5) to market services formerly known as adjunct-to-basic services, such as, but not limited to, speed dialing, computer-provided directory assistance, call monitoring, call tracing, call blocking, call return, repeat dialing, call tracking, call waiting, caller I.D., call forwarding, and certain Centrex features.

DelTel does not share, sell, lease or otherwise provide CPNI to any third parties for the purposes of marketing any services. In order to provider telecommunications services, Del Tel occasionally has to share CPNI with third parties. In such circumstances, those third parties are bound by contract to protect CPNI and to notify DelTel immediately of any misuse or breach of CPNI.

DelTel maintains a record for at least one year of its own and affiliates' sales and marketing campaigns that use customers' CPNI. DelTel has established a supervisory review process to ensure any marketing campaigns are consistent with the FCC's CPNI rules. This process includes a periodic review by the company's senior marketing personnel who are responsible for

approving any proposed outbound marketing requests that would require customer approval. Additionally, DelTel marketing supervisors monitor customer calls from time-to-time to assure that customer accounts and information are being accessed properly by the employees and consistent with DelTel's CPNI policies.

All DelTel employees who have access to CPNI receive training about CPNI compliance. Specifically, all new employees are provided with CPNI training at new-hire orientation. Moreover, a summary of DelTel's CPNI policies are included in its Employee Handbook, and all employees are required to acknowledge in writing that they have read and understand the information in the Employee Handbook. All DelTel employees are required to maintain the confidentiality of all information, including customer information that is obtained as a result of their employment by DelTel. Employees who do not abide by these policies or otherwise permit the unauthorized use or disclosure of CPNI will be subject to discipline, including possible termination.

DelTel has in place procedures to ensure that it will provide written notice to the FCC within five business days of any instance where its opt-out mechanisms do not work properly to such a degree that its customers' inability to opt-out is more than an anomaly. These procedures ensure that the notice will be in the form of a letter, and will include: (i) DelTel's name; (ii) a description of the opt-out mechanism(s) used; (iii) the problem(s) experienced; (iv) the remedy proposed and when it will be or was implemented; (v) whether the relevant state commission(s) has been notified; (vi) whether DelTel has taken any action; (vii) a copy of the notice provided to customers; and (viii) contact information. DelTel will submit the above letter even if it offers other methods by which its customers may opt-out.

DelTel has implemented procedures to provide law enforcement with notice should a breach of CPNI occur. After notifying law enforcement and unless directed otherwise, DelTel will notify affected customers. DelTel will maintain a record of any CPNI-related breaches for a period of at least two years.

DelTel has implemented procedures whereby it will not provide CPNI without proper customer authentication and does not provide call detail records over the phone. In order to authenticate a customer's identity prior to disclosing CPNI, DelTel authenticates the customer using a variety of methods. Call detail records are provided via e-mail or U.S. mail. DelTel has implemented a backup method for allowing customers to change passwords in the event that passwords are lost or forgotten that conforms to the rules. DelTel has implemented procedures to inform customers of change of address, e-mail and other changes to account information in a manner that conforms with the relevant rules.